

Health and Wellbeing Board (HWB) Paper

1. Reference Information

Paper tracking information	
Title:	ECINS Case Management System within Surrey and Future Funding Arrangements
HWBS Priority - 1, 2 and/or 3:	Priority 3 - supporting people to reach their potential by addressing the wider determinants of health
Outcome(s)/System Capability:	People are safe and feel safe (community safety incl domestic abuse; safeguarding)
Priority populations:	All
Civic level, service based and/or community led interventions:	Service based interventions
Author(s):	<ul style="list-style-type: none"> • Alison Barlow - Temp. Asst. Chief Constable Surrey Police • Iain Gibbins - ECINS Manager - Surrey Police
Board Sponsor(s):	<ul style="list-style-type: none"> • Lisa Townsend - Police and Crime Commissioner for Surrey • Gavin Stephens - Chief Constable, Surrey Police
HWB meeting date:	16 March 2022
Related HWB papers:	N/A
Annexes/Appendices:	<ul style="list-style-type: none"> • Appendix 1 - ECINS case studies

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2. Executive summary

Empowering Communities Inclusion and Neighbourhood System (ECINS) is a multi-agency case management system used widely across the UK by police and partners providing a secure, GDPR and data protection compliant platform for timely and efficient problem solving and information sharing on joint interest cases for the reduction of crime, disorder and anti-social behaviour and health and social care activity. ECINS was introduced in Surrey in 2019 as a replacement for its previous case management system, Safety Net, and is used by an increasing number of partners across the county. This paper provides an update to the Board on the usage of ECINS across the Surrey partnership and seeks support for future funding.

3. Recommendations

The Health and Wellbeing Board is asked:

1. To agree the continued use of ECINS as the Surrey partnership case management system for community safety and other health and social care activity.

2. To seek agreement from partners for future funding of the 2022-25 ECINS system licence which is due for renewal and the small team which supports it.

4. Reason for Recommendations

The use of ECINS has grown steadily since its introduction and continues to do so. The case management system is now being used by a variety of teams across the Surrey partnership to share information and manage cases and therefore it is appropriate to review current funding arrangements in order to consider the wider sharing of costs of the platform by all partners.

5. Detail

Purpose

ECINS is a secure case management system allowing interested partners to share information efficiently and effectively in order to better facilitate joint working thereby protecting communities. It is supported by a small dedicated team employed by Surrey Police (with joint funding by partners) to oversee management of the system, support new ECINS workstreams and provide necessary training to users.

Key benefits of the system are as follows:

- Secure, UK GDPR and data protection compliant platform for timely and efficient case management, problem solving and information sharing on joint interest cases
- Purpose-built modules that are designed to work together or independently, to solve complex case management challenges and improve outcomes
- Facilitates collaboration and consolidates all partner information sharing on joint-interest cases in a single repository through robust multi-level security
- Automates paper processes with secure, fully customisable online forms that enable practitioners to save time and reduce duplication
- Creates a single profile for individuals of concern linked to specific cases so practitioners can see if they are being discussed in other multi-agency forums
- Users of ECINS are in control of exactly what they share and with whom
- Cloud-based system that allows remote working

The ECINS system was introduced in Surrey in July 2019 following agreement at the then Community Safety Board, to replace the previous case management system, Safety Net, which was assessed as no longer meeting the needs of the partnership. ECINS was primarily used to support the multi-agency CHARMM (Community Harm and Risk Management) Meetings in each of the eleven borough and districts focussing on anti-social behaviour and crime and disorder cases.

Since then an increasing number of teams are seeing the benefits of ECINS with 1208 users now registered across Surrey with the platform supporting a variety of works streams which are shown in the tables below. The workstreams are listed as being already embedded within ECINS, in active development or in discussion phase.

There is also a table showing the breakdown of ECINS usage by area across the partnership:

Breakdown by Area		
Area	Total Users	Percentage
Surrey County Council (incl SFRS, Children and Adult Services)	478	40%
Surrey Police	379	32%
District and Boroughs	185	15%
External Organisations*	141	12%
Education	15	1%

*NHS, Housing Associations etc...

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Groups and workstreams since the introduction of ECINS:

Embedded	In Development	In Discussion
Community Harm and Risk Management Meetings (CHARMMs)	Graded Care Profiles – Children’s Services	“No Wrong Door” project - SCC Children’s Services
Joint Action Groups (JAGs)	“Bridge The Gap” Outreach Support Alliance Project	Domestic Homicide Reviews (DHRs)
Surrey Adults Matter	RMMs (Risk Management Meetings – Child Exploitation)	
	Missing Children Return Home Interviews	
	Catalyst Cuckooing Project	
	Catalyst CHI Project (High risk drug and alcohol misuse)	
	Stalking Clinics	
	Surrey Police Victim and Witness Care Unit	

There are numerous opportunities to widen the scope of the use of ECINS as has been seen in other areas of the country e.g. school exclusions, health, prisons etc. (see Appendix 1 for some examples).

Funding arrangements

Funding for the 2019-22 ECINS system was based on the amount previously allocated for SafetyNet with full costs of the 2019-22 ECINS licence having been met by the Office of the Police and Crime Commissioner as follows:

2019-2020	2020-2021	2021-2022
£40,000.00	£40,000.00	£40,000.00

The yearly amounts were negotiated at a heavily discounted rate with the supplier (Empowering Communities) when ECINS was introduced and whilst the licence renewal cost for the three years 2022-25 is significantly higher, it will bring the Surrey partnership in line with all other ECINS users nationwide. A breakdown of costs for the licence across the three year period is as follows:

2022-23	2023-24	2024-25
£88,055.00	£90,697.00	£93,418.00

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The licence renewal is due on **1st June 2022** but in the acknowledgement that this is unlikely to be sufficient time for partners to agree budgetary support for the coming year, Surrey Police and the Office of the Police and Crime Commissioner will commit to cover the cost of the licence for the first year. Thereafter it is hoped that agreement is secured for wider partner funding of both the licence and the team who support ECINS for years 2 and 3 and hopefully beyond. It is proposed that this is calculated according to percentage usage such as that shown in the table on page 3 with the ability to adjust contributions each year as new partners sign up.

It should be noted that in addition to the cost of the licence, the Surrey ECINS support team, which is hosted by Surrey Police and comprises 1 x ECINS Systems Manager and 2 x ECINS Co-ordinators, costs **£95,950** per year. This is currently funded by partner contributions from Surrey Police, Surrey County Council and the eleven district and borough councils per year as follows:

- Surrey County Council - **£31,997** (33.33%)
- Surrey Police - **£31,997** (33.33%)
- 11 x Boroughs and Districts - **£31,999** (£2,909, 3.03% each)

This funding has been agreed for the next three years.

6. Challenges

The supplier of ECINS has agreed that the licence can be renewed (extended) for a single year (at a cost of £88,050 – see table on page 3) rather than the full three-year period which will allow sufficient time for partners to agree funding and the formula to be applied.

Should agreement not be reached then the licence will expire at the end of May 2023 and Surrey partners will lose all benefits currently enjoyed through use of a shared case management system along with potential future opportunities to expand its remit. Most importantly not having a shared case management system and the small team that supports it creates inefficiency and builds in potential risk to the public where relevant information is not shared between partners in a timely fashion.

7. Timescale and delivery plan

16 March 2022 – agreement in principal sought from partners for funding contribution to ECINS licence for the period 2023 – 25 (and beyond)

Licence renewal for year 1 to be finalised with supplier (Empowering Communities) March – May 2022

May 2022 – Oct 2022 – finalise funding contributions from all partners according to percentage usage and engage with supplier re renewal of licence for years 2 and 3

8. What communications and engagement has happened/needs to happen?

ECINS is currently overseen through a quarterly Governance Board, chaired by Head of ASB and Partnerships, Surrey Police and a bi-annual ECINS Executive Board chaired by T/Assistant Chief Constable, Surrey Police. These meetings are attended by relevant partners e.g. OPCC, Surrey Police, Surrey County Council, Surrey Fire and Rescue etc where finance of the ECINS system is a standing agenda item.

9. Next steps

Agreement sought for future funding for both the licence and staff supporting ECINS. Dependent on the decision reached, engagement with the supplier re licence renewal.

Appendix 1 - ECINS case studies

Below are some brief examples of how other agencies around the country are using ECINS to work collaboratively and more efficiently. More details of these and many more projects on:

<https://ecins.com/news/>

<https://ecins.com/case-studies/>

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Collaborative Case Management Software Empowers Local Authorities to Efficiently and Effectively Distribute Financial Aid to 35,000 Households in Crisis

ECINS, an active partner with Birmingham City Council, provides a collaborative case management infrastructure that establishes a connection between police and schools for domestic abuse alerts. In addition, ECINS supports Birmingham Families in Crisis, an outgrowth of their London Homelessness Project. The Household Support program provides urgent resources to families in need as ongoing pandemic continues to exacerbate financial challenges for many individuals and families. Now, Birmingham is leveraging its existing relationship with ECINS to help them meet the demands of the Household Support Fund. ECINS will help Birmingham receive and evaluate intake forms from 35,000 households in crisis.

Targeting a reduction in permanent exclusions

Peterborough, a region with a population of over 900,000 people, is recognised as one of the most deprived areas in England, with significantly reduced life expectancies and incomes compared to the national average. Given that education is positively correlated to improved health outcomes and income, and Peterborough was tracking above average for school exclusions, it made sense that the Peterborough City Council, with the help of ECINS, would create a unique program dedicated to reducing the number of children expelled from school.

ECINS Helps UK Rescue Vulnerable Youth from Drug Trafficking

The mission of the Rescue and Response Project, run by the London Mayor's Office of Police and Crime (MOPAC), is to rescue drug trafficked youths from criminal organisations who entrap them in their activities, as well as to proactively protect and support the vulnerable population that is a potential traffic target for these offender groups.

The ECINS Reporting & Referral module has been deployed to all 32 London boroughs and using an encrypted master referral form as a one-front door approach, agencies across the area are able to securely record and share victim and "at-risk" youth case files.

Results: More than 600 children were helped in the first year alone, increasing the support goals to 260% more people than originally planned, all within the same original budget. Over 700 hours in administration time saved per year.

The number of collaborative teams involved in the process has increased from four to more than 40 because of the ease of use and secure information sharing features.

Within a short amount of time, the project managers were able to collect enough data to analyse and identify hot spots of youth trafficking, and then proactively begin to develop early intervention programs and resources in those regions to support the vulnerable population and deter criminal influence.

Increasing efficiencies in referrals and remote working

TinyLife is Northern Ireland's premature and vulnerable baby charity helping to provide support services both in the Neonatal Unit and in the community. For more than 30 years they have provided a range of family support services, funded medical research, developed informative publications and influenced thinking around the care of premature babies

Two bespoke ECINS digital forms were created for Tiny Life, one for the breast-pump loan service and the other for a 1:1 Family Support Service, both of which can be accessed via

encrypted weblinks in emails or on websites. Tiny Life are now able to supply the weblinks directly to parents and have shared them with their five health and social care trust areas so that professionals and parents can easily access the forms and quickly complete their application forms from wherever they are based, at home, in hospital or elsewhere.

E-CINS Working in Prisons

The Prison Advice and Care Trust (Pact) is a national charity that provides support to prisoners, people with convictions, and their families. They support people to make a fresh start and minimise the harm that can be caused by imprisonment to people who have committed offences, to families and to communities.

Pact have been recording all of their cases on ECINS since 2014. It was originally introduced for their Family Engagement Service working across 30 prisons, but Pact has since been awarded a 3 year contract and are now working across 36 prisons and are using ECINS in all of these prisons with more to follow through their 'Through The Gate' Work.

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